

# Lync 2013

September, 2013

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# Agenda

- Service Description
- Service Status and Timeline
- Customer Requirements
- Financial Information
- Next Steps



# Service Description

- What is Lync?
  - New Service
  - ... and a replacement for Live Communication Services (LCS)
- LCS extended support end date is April 8, 2014



# Service Description

## Lync Features:

- Previously provided by LCS
  - Instant Messaging (IM)
  - Presence awareness
  - Point to point collaboration



# Service Description

## Lync Features Cont'd:

- New:
  - Web conferencing
  - Video conferencing
  - Application and desktop sharing
  - Mobility (Lync on smart phones and tablets)



# Service Status and Timeline

- Status
  - Project Manager – Julie Hindman
  - Installed in pre-production
  - The Lync project is dependent on the replacement of an aging ACE Load Balancer
  - The ACE Load Balancer is scheduled to be replaced in October



# Service Status and Timeline

- November 15 (tentative date)
  - LCS will be down for 4 weeks
- December 15
  - Lync in Production as an LCS replacement
  - Current LCS functionality only (IM, Presence)
- January 2014
  - Lync in full production
  - IM, Presence, Web conferencing, Audio and Video Conferencing, Mobility



# Customer Requirements

- There are technical requirements for the successful implementation of Lync 2013
- The following requirements were shared with customer technicians on August 26
- CTS will continue the dialogue regarding requirements and customer readiness



# Customer Requirements

- Must be Shared Services Email (SSE) customer
- Workstation Operating System on Vista or higher
  - Lync 2013 will not work with XP
- NAT'd Networks
  - Single NAT OK
  - Double NAT (NAT behind a NAT) not OK
- Lync Client Version
  - Microsoft recommends full 2013 client



# Customer Requirements

- Client Access Licenses (CAL's)
  - Customer is responsible for attaining the appropriate CAL
  - Either a Standard, Enterprise, or Plus CAL is required.
  - Purchasing options depend on whether or not you have an Enterprise Agreement (EA)
  - Refer to Microsoft Lync Licensing Guide (March 2013) and your Microsoft customer representative



# Financial Information

## Annual Cost

## Lync 2013

## LCS

• HW/SW/Network	\$382,000	\$ 56,950
• Support	<u>\$ 62,000</u>	<u>\$ 62,000</u>
• Total	\$444,000	\$118,950

- Recommended Rate Lync 2013 \$6 user/month
- LCS current customer base 7,600



# Next Steps

- Confirm rate analysis
- Continue customer focus groups

